

CHAPTER:	7 – CONDUCT AND PERFORMANCE	ADOPTED: 3/7/06
SECTION:	9 – TELEPHONE USE, VISITORS AND MAIL	REVISED: 2/2/11

Telephone Use

Telephones are for the use of employees in conducting official county business. Calls shall be answered promptly and with courtesy. Employees will be instructed in proper telephone techniques including, but is not limited to, the following:

- (1) Answering telephones promptly and with courtesy.
- (2) Identifying the department and give your name.
- (3) When taking messages, getting the caller's name, telephone number including area code, and a brief message. Also indicating the date and time of the call and the initials of the person taking the message.
- (4) Employees are not authorized to accept collect telephone calls.

Management staff is not allowed to utilize his/her cell phone, including texting, during any open public Gloucester County Board of Chosen Freeholders meeting.

For all County employees, personal phone calls/texts, except for emergencies, are strongly discouraged during regular work hours. This includes personal cell phones, pagers or any other electronic medium. Cell phones and pagers should be set on vibrate mode to avoid distracting co-workers. Personal calls/texts should be confined to meal and rest periods. Toll calls and/or long distance calls for personal business should be made on a coin operated telephone or charged to a credit card or phone card so that such calls are not charged to the County.

Use of hand held cell phones while operating County vehicles is strictly prohibited.

Visitors

All visitors must sign in at the reception desk and obtain a visitor's pass. Visitors should be greeted promptly and courteously. Visitors should be accompanied by an employee while visiting any County office. Employees are strongly discouraged from entertaining personal visitors during work hours. Should such visits occur, the length of the visit should be restricted to 10 minutes or during a meal or rest period.

Mail

Employees may choose to send personal mail to the U.S. Postal Service by utilizing the mail bins located within the various County departments and facilities. The employee must ensure such mail has the proper postage prior to placement in the mail bin. Any personal mail that does not have postage will be returned to the employee. Under no circumstances will the County pay postage for personal mail.

Receiving personal mail, catalogs and any other personal business through the County mail system or through personal delivery services (i.e. UPS, Fed Ex, etc.) is strictly prohibited.

Furthermore, employees should not send cash in inter-office mail.

Department Head/designee:

Instructs employees in telephone usage procedures and proper telephone answering techniques.

Ensures that visitor passes are available at their county location.